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6 UNITED STATES DISTRICT COURT
7 WESTERN DISTRICT OF WASHINGTON
8 AT TACOMA

9
10 **Bryndon Fisher**, Individually and on
Behalf of All Others Similarly Situated,

Case No. 3:15-cv-5944-BHS

11 Plaintiff,
12 v.

**First Amended
Class Action Complaint**

13 **James C. Duff**, in His Official Capacity
as the Director of the Administrative
14 Office of the United States Courts,

15 **Administrative Office of
the United States Courts**,

16 and

17 **The United States of America**,

18 Defendants.

20
21 Upon personal knowledge as to his own acts and status, and based upon his
22 investigation, his counsel's investigation, and information and belief as to all other
23 matters, plaintiff Bryndon Fisher ("Plaintiff"), individually and on behalf of all others
24 similarly situated, alleges as follows:

FIRST AMENDED
CLASS ACTION
COMPLAINT
Case No. 3:15-cv-5944-BHS

— 1 —

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3 Embarcadero Ctr Ste 1650
San Francisco, CA 94111
Ph: 415.788.4220

SUMMARY OF ACTION

1. This is a class action brought on behalf of users of the Public Access to Court Electronic Records system (“PACER”), the system that all federal district and bankruptcy courts use to provide public access to court records. Based on an extensive investigation into PACER’s billing practices, PACER exhibits a systemic error that overcharges users for accessing docket reports in violation of its stated policies and procedures.

8 2. The basic problem is simple. PACER claims to charge users \$0.10 for each
9 page in a docket report, up to a maximum charge of \$3.00 per transaction. Since by
10 default, these docket reports are displayed in HTML format, PACER uses a formula based
11 on the number of bytes in a docket to determine the number of billable pages. One billable
12 pages equals 4,320 extracted bytes.

13 3. In reality, however, the PACER billing system contains an error. PACER
14 artificially inflates the number of bytes in each extracted page, counting some of those
15 bytes ***five times*** instead of just once. As a result, users are systematically overcharged for
16 certain docket reports.

17 4. The Administrative Office of the United States Courts (“AO”), which
18 administers and maintains PACER, therefore breached the terms of its contract with
19 Plaintiff and the Class and owes Plaintiff and the Class damages as compensation for the
20 overcharges.

21 5. The AO improperly collected these overcharge payments from Plaintiff
22 and the Class in contravention of relevant statutes and regulations, including the E-
23 Government Act of 2002, 28 U.S.C. § 1913 note, and the Electronic Public Access Fee

1 Schedule. These overcharge payments, therefore, also constitute an illegal exaction in
2 violation of the Due Process Clause of the Fifth Amendment to the U.S. Constitution.
3

4 **JURISDICTION AND VENUE**

5 6. This Court has jurisdiction over this action pursuant to the Little Tucker
6 Act, 28 U.S.C. § 1346(a)(2). Venue is proper in this District pursuant to 28 U.S.C. §
7 1402(a)(1) and 28 U.S.C. 1391(e)(1) because the Plaintiff resides in this District.
8

9 **PARTIES**

10 7. Plaintiff Bryndon Fisher (“Fisher”) is a citizen of the State of Washington
11 and a resident of Camas, Washington. During the Class Period, as described *infra*, Fisher
12 accessed PACER, viewed docket reports in HTML format, and was overcharged for
13 docket reports by the AO. Fisher has not been reimbursed or otherwise compensated for
14 the overcharges.

15 8. Defendant James C. Duff (“Duff”) is the Director of the Administrative
16 Office of the United States Courts. Duff is being sued in his official capacity. In that
17 capacity, Duff has overall responsibility for the AO’s management and operation,
18 including PACER. Duff, in his official capacity, is responsible for the AO’s conduct that is
19 the subject of this complaint and for the related acts and omissions alleged herein.

20 9. Defendant Administrative Office of the United States Courts is, and was at
21 all relevant times, an agency of the United States government. The AO administers and
22 maintains PACER.

23
24

1 10. Defendant United States of America (“United States”) includes the
2 Administrative Office of the United States Courts, which administers and maintains
3 PACER, and agents acting at the direction or on behalf of the AO.

FACTUAL ALLEGATIONS

The PACER System

7 11. According to the AO's website, PACER is an electronic public access
8 service that allows users to obtain case and docket information online from federal
9 appellate, district, and bankruptcy courts. PACER is provided by the Federal Judiciary in
10 keeping with its commitment to providing public access to court information via a
11 centralized service.

12 12. PACER's mission is to facilitate and improve electronic public access to
13 court information at a reasonable cost, in accordance with legislative and judicial policies,
14 security requirements, and user demands.

13. PACER hosts millions of case file documents and docket information for all
district, bankruptcy, and appellate courts. As of 2010, PACER hosted over 500 million
documents that were filed in federal courts.

18 14. The AO's Programs Division manages the development and maintenance
19 of PACER and, through the PACER Service Center, provides centralized billing,
20 registration, and technical support services for the Judiciary and the public.

15. In 2015, PACER surpassed over two million user accounts. Users include
licensed attorneys; state and local governments, including city, state, and federal
employees; educational institutions, including students, educators, and staff; journalists
and media organizations; judges and court staff; and the general public.

PACER Prescribes User Fees

16. As mandated by Congress, PACER is funded through user fees set by the Judicial Conference of the United States (“Judicial Conference”).

17. The Judicial Appropriations Act of 1992, Pub. L. 102-140, title III, § 303, 105 Stat. 810 (1991), as amended by the E-Government Act of 2002, Pub. L. 107-347, title II, § 205(e), 116 Stat. 2915 (2002), provides:

Court Fees for Electronic Access to Information

(a) The Judicial Conference *may, only to the extent necessary, prescribe reasonable fees*, pursuant to sections 1913, 1914, 1926, 1930, and 1932 of title 28, United States Code, for collection by the courts under those sections for access to information available through automatic data processing equipment. The Director of the Administrative Office of the United States Courts, under the direction of the Judicial Conference of the United States, shall prescribe a schedule of reasonable fees for electronic access to information which the Director is required to maintain and make available to the public.

(codified as amended at 28 U.S.C. 1913 note) (emphasis added).

18. Congress expressly limited the AO's ability to charge user fees for access to electronic court information by substituting the phrase "only to the extent necessary" in place of "shall hereafter" in the above statute. E-Government Act of 2002, § 205(e).

19. In accordance with this statute, the Judicial Conference prescribed user fees for electronic public access to court records:

Fees for Public Access to Court Electronic Records (PACER)

(1) Except as provided below, for electronic access to any case document, docket sheet, or case-specific report via PACER: **\$0.10 per page**, not to exceed the fee for thirty pages.

Electronic Public Access Fee Schedule, 28 U.S.C.A. 1914 (effective December 1, 2013),
https://www.pacer.gov/documents/epa_feesched.pdf (emphasis added).

1 20. The exceptions, *inter alia*, concern fee exemptions for users who have not
2 yet incurred \$15.00 in a quarterly billing cycle; discretionary exemptions for indigents, pro
3 bono attorneys, and nonprofit organizations; judicial opinions; and parties and attorneys
4 in a case who receive one “free look.” None of these exceptions apply here.

5 21. PACER’s user fees are contained in PACER’s “Policies and Procedures,”
6 which are linked from the home page of PACER’s website. These Policies and Procedures
7 state:

8 **Fee Information**

9 There is no registration fee. However, the Judicial Conference of the
United States has established a fee for access to information in PACER. All
10 registered users will be charged as follows:

11 * Use of the PACER system will generate a \$.10 per-page charge.

12 PACER Policies and Procedures, https://www.pacer.gov/documents/pacer_policy.pdf.

13 22. The AO directly communicates the amount of these fees to users when
they sign up for a PACER account. When a user accesses the “Registration Wizard,” the
14 system presents the following information to the user:

15 There is no registration fee. However, the Judicial Conference of the
United States has established a fee for access to PACER. All registered
agencies or individuals will be charged the fee. Access to PACER systems
16 will generate a **\$0.10 per page charge**.

17 If you would like to try PACER before registering, visit our free training
site. More detailed information about how to use PACER is available in the
18 PACER User Manual.

19 21 PACER Case Search Registration, <https://pacer.psc.uscourts.gov/pscif/regWizard.jsf>
20 (emphasis and links in original).

1 23. This language describing the “\$0.10 per page charge” includes a “tooltip”
2 that displays additional explanatory text when a user hovers her mouse pointer over it. See
3 below:

The View option allows read-only access for viewing, searching, and printing. This option does not allow you to electronically file documents. It is not exclusive to attorneys and is available to everyone. The View option is what most people choose.

To obtain a PACER account, you must complete the online PACER registration form. For immediate access to court records, provide a credit card during registration. If you do not provide a credit card, an activation code will be sent by U.S. mail to the address you provided on the registration form. Please allow 7 to 10 business days for mail delivery. **For security reasons, activation codes cannot be emailed, faxed, or given over the phone.**

There is no registration fee. However, the Judicial Conference of the United States has established a fee for access to PACER. All registered agencies or individuals will be charged the fee. Access to PACER systems will generate a **\$0.10 per page charge**.

If you would like to try PACER before registering, visit our [free](#) is available in the [PACER User Manual](#).

Continue

Billable pages are calculated in three ways in PACER: 1) A formula determines the number of pages for an HTML-formatted report. The information extracted, such as data used to create a docket sheet, is billed using a formula based on the number of bytes extracted. 2) For a PDF, the actual number of pages are counted to determine the number of billable pages. 3) On the PACER Case Locator (PCL), 54 lines are counted as one billable page.

14 24. This “tooltip” explains that “[a] formula determines the number of pages
15 for an HTML-formatted report. The information extracted, such as data used to create a
16 docket sheet, is billed using a formula based on the number of bytes extracted.”

17 25. The PACER Service Center's public help pages contain similar language.

18 In the billing area, PACER presents a frequently-asked questions section that asks:

HOW IS A "PAGE" DETERMINED FOR BILLING PURPOSES?

- 1. A formula determines the number of pages for an HTML-formatted report. The information extracted, such as data used to create a docket sheet, is billed using a formula based on the number of bytes extracted.
- 2. For a PDF, the actual number of pages are counted to determine the number of billable pages.
- 3. On the PACER Case Locator (PCL), 54 lines are counted as one billable page.

²⁴ PACER Billing, <https://www.pacer.gov/billing/>.

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1 26. The PACER User Manual, which the Registration Wizard references and
2 links to, explains this formula in greater detail:

3 **Dockets, Case Reports, and Search Results**

4 Docket reports are generated with the number of pages for a docket sheet
5 before the document is reformatted as a webpage.

6 Billable pages for docket reports, case reports, and search results are
7 calculated using a formula based on the number of bytes extracted (4,320
bytes = 1 billable page).

8 PACER User Manual for ECF Courts (Updated September 2014), [https://
9 www.pacer.gov/documents/pacermanual.pdf](https://www.pacer.gov/documents/pacermanual.pdf).

10 27. Based on PACER's stated policies and procedures, including incorporated
11 disclosures on its web site and in the PACER User Manual, a user would expect to be
12 charged \$0.10 for each 4,320 bytes extracted from a docket report.

13

14 **PACER Users Notified the AO that PACER Overcharges for Docket Access**

15 28. On March 12, 2015, Carl Malamud ("Malamud"), a member of the
16 putative Class, submitted a Credit Request Form to the PACER Service Center for
17 reimbursement of overcharges for accessing court dockets. As part of this request for a
18 refund, Malamud included a detailed explanation of how PACER overcharges users for
19 access to court dockets.

20 29. An agent for the PACER Service Center responded to Malamud via email
21 on March 25, 2015 by providing cost-saving tips to reduce docket report charges, but she
22 did not address Malamud's complaints regarding PACER's persistent pattern of
23 overbilling users for access to court dockets.

24

1 30. On March 31, 2015, Malamud wrote a letter to Robert Lowney, Chief of
2 the Programs Division for the AO, responding to his previous letter. Malamud's letter
3 further put the AO on notice that a systemic billing error overcharged PACER users for
4 access to Court dockets and included a detailed description of the error. Malamud noted
5 that PACER's March 25th response did not address his specific question regarding the
6 systemic nature of the billing errors. Malamud also informed PACER that he had talked to
7 numerous users who had noticed PACER's practice of overbilling for access to court
8 dockets and reported these errors to the PACER Service Center.

9

10 **PACER Overcharged Plaintiff Fisher for Access to Court Dockets**

11 31. Plaintiff Bryndon Fisher registered for access to the PACER system and
12 agreed to be charged \$0.10 per page for access to court dockets, based on the formula
13 contained in the PACER User Manual.

14 32. Over the past several years, Fisher accessed numerous court dockets and
15 documents, always accessing court dockets in HTML format using PACER's default
16 options. Fisher was charged and paid for that access, and his docket access did not qualify
17 for the exceptions or exclusions listed in the Electronic Public Access Fee Schedule.

18 33. During the past two years, Fisher accessed 184 court docket reports using
19 PACER and was charged and paid a total of \$109.40 to the AO for this access. These
20 charges do not include access to the individual PDF documents, only access to the docket
21 reports.

22 34. Over this two-year period, based on the formula contained in the PACER
23 User Manual, Fisher should have been charged \$72.40, representing an overcharge of
24 \$37.00 or approximately 51%.

1 35. Fisher has not been reimbursed or otherwise compensated for these
2 overcharges.

3

4 **PACER Exhibits a Systemic Billing Error That Overcharges Users**

5 36. PACER's overcharges to Fisher are not an isolated incident. On the
6 contrary, based on Plaintiff's counsel's investigation, PACER systematically overcharges
7 users for access to court dockets in breach of its stated policies, including the PACER
8 User Manual.

9 37. To discover why and how PACER overcharges users, Plaintiff's counsel
10 retained expert consultants with advanced degrees in computer science and substantial
11 experience in the field. These consultants conducted an investigation into the
12 overcharges, including who is affected, when and under what circumstances the
13 overcharges manifest, and the nature of the underlying error in the PACER system.

14 38. Based on this investigation, PACER exhibits a systemic billing error that
15 affects the vast majority of users who access docket reports in the default HTML format.
16 For these docket reports, PACER uses a formula based on the number of bytes extracted,
17 purporting to charge users \$0.10 per 4,320 bytes. But the PACER system actually
18 miscalculates the number of extracted bytes in a docket report, resulting in an overcharge
19 to users.

20 39. Plaintiff's investigation determined that the source of this overcharge lies
21 in the case caption, the portion of a docket report that contains basic information about a
22 case (e.g., the case number, parties, and attorneys of record). Instead of counting the
23 number bytes in the case caption once, PACER actually counts these bytes approximately
24 *five times.*

1 40. If a user accesses an HTML docket report, and the case caption for that
2 docket is more than 850 characters, the systemic billing error manifests itself. This is
3 because, when the caption contains 850 or more characters, the caption contains enough
4 bytes that, when overcounted by five times, it triggers at least one additional \$0.10 charge
5 to the user. An exception to this rule applies when the docket is so large that users will
6 have already reached the \$3.00 maximum charge regardless of any overcounting of bytes
7 in the case caption.

8 41. This systemic billing error for docket reports affects the PACER system
9 that is used in all U.S. District Courts, U.S. Bankruptcy Courts, and the U.S. Court of
10 Federal Claims.

11

12 **CLASS ACTION ALLEGATIONS**

13 42. Plaintiffs bring this class action on behalf of themselves and all others
14 similarly situated as members of a proposed Class defined as follows:

15 **All PACER users who, within the last six years, accessed a U.S.
16 District Court, U.S. Bankruptcy Court, or the U.S. Court of Federal
17 Claims and were charged for at least one docket report in HTML
format that included a case caption containing 850 or more characters.**

18 **Expressly excluded from the Class are PACER users who have been
damaged in excess of \$10,000 as a result of the conduct alleged herein.**

19 43. The United States government and the agencies and officers thereof and
20 any judges, justices, or judicial officers presiding over this matter, the members of their
21 immediate families, and their judicial staff are also excluded from the Class.

22 44. This action is brought and may properly be maintained as a class action
23 pursuant to Federal Rule of Civil Procedure 23. This action satisfies the numerosity,
24 ascertainability, commonality, typicality, adequacy, predominance, and superiority

1 requirements of these rules.

2 45. *Numerosity Under Rule 23(a)(1)*. The Class is so numerous that the
3 individual joinder of all members is impracticable. While the Class's exact number is
4 currently unknown and can only be ascertained through appropriate discovery, PACER
5 currently has over two million users. This is more than sufficient to satisfy the numerosity
6 requirement. Each of these Class Members can also be ascertained by referencing the
7 AO's business records, which include the contact information for Class Members.

8 46. *Commonality Under Rule 23(a)(2)*. Common legal and factual questions
9 exist that predominate over any questions affecting only individual Class Members. These
10 common questions, which do not vary among Class Members and which may be
11 determined without reference to any Class Member's individual circumstances, include,
12 but are not limited to:

- 13 A. Whether the AO owed a duty to Plaintiff and the Class to
14 accurately bill them for access to PACER docket reports;
- 15 B. Whether PACER contains a systemic error that miscalculates the
16 charges to Plaintiff and the Class for accessing docket reports;
- 17 C. Whether the AO systematically overbilled Plaintiff and the Class
18 for access to docket reports in breach of its contract;
- 19 D. Whether the AO's conduct constituted an illegal exaction by
20 unnecessarily and unreasonably charging PACER users more than
21 the AO and the Judicial Conference authorized under Electronic
22 Public Access Fee Schedule and the E-Government Act of 2002;
- 23 E. Whether Plaintiff and the Class have been damaged by the wrongs
24 alleged and are entitled to compensatory damages.

1 47. Each of these common questions is also susceptible to a common answer
 2 that is capable of classwide resolution and will resolve an issue central to the validity of
 3 the claims.

4 48. *Adequacy of Representation Under Rule 23(a)(4).* Plaintiff is an adequate
 5 Class representative because he is a Class Member, and his interests do not conflict with
 6 the Class's interests. Plaintiff has retained counsel who are competent and experienced in
 7 prosecuting class actions. Plaintiffs and his counsel intend to prosecute this action
 8 vigorously for the Class's benefit and will fairly and adequately protect the Class's
 9 interests.

10 49. *Rule 23(b)(2) Injunctive Class.* The Class can be properly maintained
 11 under Rule 23(b)(2). Through a systemic billing error, the AO has overcharged and
 12 continues to overcharge each Class Member for accessing docket reports. Defendants,
 13 therefore, have acted or refused to act, with respect to some or all issues presented in this
 14 Complaint, on grounds generally applicable to the Class, thereby making appropriate final
 15 injunctive relief with respect to the Class as a whole.

16 50. *Rule 23(b)(3) Predominance and Superiority.* The Class can be properly
 17 maintained under Rule 23(b)(3), because the above common questions of law and fact
 18 predominate over any questions affecting only individual Class Members. A class action is
 19 also superior to other available methods for the fair and efficient adjudication of this
 20 litigation because individual litigation of each Class Member's claim is impracticable.
 21 Even if each Class Member could afford individual litigation, the court system could not.
 22 It would be unduly burdensome if thousands of individual cases were to proceed.
 23 Individual litigation also presents the potential for inconsistent or contradictory
 24 judgments, the prospect of a race to the courthouse, and the risk of an inequitable

1 allocation of recovery among those with equally meritorious claims. Individual litigation
2 would increase the expense and delay to all parties and the courts because it requires
3 individual resolution of common legal and factual questions. By contrast, the class-action
4 device presents far fewer management difficulties and provides the benefit of a single
5 adjudication, economies of scale, and comprehensive supervision by a single court.

6

7 **FIRST CLAIM FOR RELIEF**

8 **Breach of Contract**

9 51. Plaintiff, individually and on behalf of the Class, incorporates by reference
10 all of the allegations contained in the preceding paragraphs of this Complaint.

11 52. As part of the process to register and access PACER, Plaintiff and the Class
12 entered into a contract with the AO, which had actual authority to bind the United States.

13 53. This contract incorporated the terms provided to Plaintiff and the Class
14 during the registration process for PACER, including the PACER User Manual.

15 54. Plaintiff and the Class performed their duties under the contract or were
16 excused from doing so by waiver, impossibility, impracticability, and/or prevention or
17 hindrance of the contract through a breach of the covenant of good faith and fair dealing.

18 55. All conditions required by the contract for Defendants' performance have
19 occurred or were excused by waiver, impossibility, impracticability, and/or prevention or
20 hindrance of the contract through a breach of the covenant of good faith and fair dealing
21 by Defendants.

22 56. To the extent there is any requirement that Plaintiff or the Class exhaust
23 administrative remedies prior to the filing of this action, Plaintiff and the Class have fully
24

1 complied with all such requirements, including by vicariously notifying the AO of the
2 systemic billing errors with PACER.

3 57. Under the terms of the contract, Defendants were required to charge
4 Plaintiff and the Class \$0.10 per page for accessing docket reports. The contract's terms
5 defined pages in a docket report accessed in HTML format as 4,320 extracted bytes.

6 58. By charging Plaintiff and the Class more than \$0.10 per page for accessing
7 docket reports in HTML format by miscounting the number of extracted bytes in each
8 docket, Defendants violated the express terms of the contract. As a result, Defendants
9 breached their contract with Plaintiff and the Class.

10 59. As a direct and proximate cause of Defendants' breach of the contract,
11 Plaintiff and the Class were harmed and are owed compensatory damages.

SECOND CLAIM FOR RELIEF

Breach of the Implied Covenant of Good Faith and Fair Dealing

15 60. Plaintiff, individually and on behalf of the Class, incorporates by reference
16 all of the allegations contained in the preceding paragraphs of this Complaint.

17 61. Federal common law imposes a duty of good faith and fair dealing in the
18 performance of all contracts.

19 62. As part of the process to register and access PACER, Plaintiff and the Class
20 entered into a contract with the AO, which had actual authority to bind the United States.

21 63. This contract incorporated the terms provided to Plaintiff and the Class
22 during the registration process for PACER, including the PACER User Manual.

1 64. Plaintiff and the Class performed their duties under the contract or were
2 excused from doing so by waiver, impossibility, impracticability, and/or prevention or
3 hindrance of the contract through a breach of the covenant of good faith and fair dealing.

4 65. All conditions required by the contract for Defendants' performance have
5 occurred or were excused by waiver, impossibility, impracticability, and/or prevention or
6 hindrance of the contract through breach of the covenant of good faith and fair dealing by
7 Defendants.

8 66. To the extent there is any requirement that Plaintiff or the Class exhaust
9 administrative remedies prior to the filing of this action, Plaintiff and the Class have fully
10 complied with all such requirements, including by vicariously notifying the AO of the
11 systemic billing errors with PACER.

12 67. Under the terms of the contract, Defendants were required to charge
13 Plaintiff and the Class \$0.10 per page for accessing docket reports. The contract's terms
14 defined pages in a docket report accessed in HTML format as 4,320 extracted bytes.

15 68. By knowingly and repeatedly charging Plaintiff and the Class more than
16 \$0.10 per page for accessing docket reports in HTML format by miscounting the number
17 of extracted bytes in each docket, Defendants breached the implied covenant of good faith
18 and fair dealing.

19 69. As a direct and proximate cause of Defendants' breach of the implied
20 covenant of good faith and fair dealing, Plaintiff and the Class were harmed and are owed
21 compensatory damages.

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THIRD CLAIM FOR RELIEF

Illegal Exaction

70. Plaintiff, individually and on behalf of the Class, incorporates by reference all of the allegations contained in the preceding paragraphs of this Complaint.

5 71. Defendants improperly collected user fees from Plaintiff and the Class in
6 excess of those authorized by Congress under the E-Government Act of 2002, 28 U.S.C.
7 2002 note, and in excess of those authorized by the AO and the Judicial Conference under
8 the Electronic Public Access Fee Schedule. These improperly collected user fees
9 constitute an illegal exaction in violation of the Due Process Clause of the Fifth
10 Amendment to the U.S. Constitution.

11 72. The E-Government Act of 2002 provides that “[t]he Judicial Conference
12 may, ***only to the extent necessary***, prescribe reasonable fees ... for collection by the courts
13 ... for access to information available through automatic data processing equipment” and
14 that “[t]he Director of the [AO], under direction of the Judicial Conference ... shall
15 prescribe a schedule of ***reasonable*** fees for electronic access to information”²⁸
16 U.S.C.A. 1913 (emphasis added).

17 73. The Electronic Public Access Fee Schedule only authorizes fees of \$0.10
18 per page, not to exceed the fee for thirty pages, for electronic access to any case
19 document, docket sheet, or case-specific report.

20 74. By miscalculating the number of bytes in a page, Defendants collected
21 charges from Plaintiff and the Class in excess of \$0.10 per page for accessing electronic
22 docket sheets, in direct contravention of the E-Government Act's mandate that the
23 Judicial Conference "may, only to the extent necessary, prescribe reasonable fees."

1 Overcharging Plaintiff and the Class for these charges was both unnecessary and *per se*
2 unreasonable under the Act.

3 75. Defendants also collected charges from Plaintiff and the Class in excess of
4 the \$0.10 per page fee for accessing electronic docket sheets in direct contravention of the
5 Electronic Public Access Fee Schedule, as well as further policies and procedures
6 promulgated by the AO in the PACER User Manual.

7 76. By necessary implication, the E-Government Act of 2002, the Electronic
8 Public Access Fee Schedule, and other related policies and procedures promulgated by
9 the AO provide that the remedy for their violation entails a return of money unlawfully
10 exacted. By directly prescribing the limits on fees charged by the AO and the Judicial
11 Conference to Plaintiff and the Class, these laws lead to the ineluctable conclusion that
12 they provide a monetary remedy for fees charged in excess of the prescribed limits.

13 77. Plaintiff and the Class are intended beneficiaries of the E-Government Act
14 of 2002, the AO, and the PACER system, as PACER's "mission is to facilitate and
15 improve electronic public access to court information at a reasonable cost, in accordance
16 with legislative and Judiciary policies, security requirements, and user demands."

17 78. Defendants have retained the funds they unlawfully collected from Plaintiff
18 and the Class and have not reimbursed or otherwise compensated Plaintiff and the Class.

19 79. Plaintiff and the Class seek return of all funds improperly paid, exacted, or
20 taken from them in contravention of federal statutes and regulations.

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PRAYER FOR RELIEF

Plaintiff, on behalf of himself and the Class, requests that the Court order the following relief and enter judgment against Defendants as follows:

- A. An order certifying the proposed Class under FED. R. CIV. PROC. 23;
- B. An order appointing Plaintiff and his counsel to represent the Class;
- C. A finding that Defendants breached their contract with Plaintiff and the Class;
- D. A finding that Defendants breached the implied covenant of good faith and fair dealing in their contractual dealings with Plaintiff and the Class;
- E. A finding that Defendants illegally exacted money from Plaintiff and the Class in violation of the Due Process Clause of the Fifth Amendment;
- F. An order permanently enjoining Defendants from their improper conduct;
- G. A judgment awarding Plaintiff and the Class compensatory damages and any other damages authorized by law in amounts to be proven at trial;
- H. Prejudgment and postjudgment interest at the maximum allowable rate;
- I. Attorneys' fees and expenses and the costs of this action; and
- J. All other relief, including equitable and injunctive relief, that this Court deems necessary, just, and proper.

1 DATED: March 28, 2016

TERRELL MARSHALL LAW GROUP PLLC

2 BY: /s/ Beth Terrell
3 _____
BETH TERRELL

4 Beth Terrell
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8 **SCHUBERT JONCKHEER & KOLBE LLP**

9 BY: /s/ Noah M. Schubert
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11 Robert C. Schubert, *admitted pro hac vice*
12 Noah M. Schubert, *admitted pro hac vice*
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22 *Attorneys for Plaintiff, Individually and
23 on Behalf of All Others Similarly Situated*

CERTIFICATE OF SERVICE

I hereby certify that on March 28, 2016, I electronically filed the foregoing with the Clerk of the Court using the CM/ECF system, which will send notification of such filing to the following recipients:

Sarah K. Morehead
Assistant United States Attorney
Western District of Washington
sarah.morehead@usdoj.gov

DATED: March 28, 2016

SCHUBERT JONCKHEER & KOLBE LLP

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